

Attention Family, Friends, Visitors, and Staff

Concerned about care, have a complaint or a concern? We encourage you to speak up!

We all have a role to play in making sure the people who live here are safe and well cared for.

If you suspect:

- Abuse or neglect of Residents (including physical, emotional, and financial abuse)
- Improper treatment or care
- Incompetent treatment or care

Report it – it's the law

You can ask to speak with RN, a Manager, or the Director of Long Term Care at any time or you can file a concern/complaint using our 'purple' form at the front office.

Should you not wish to submit your complaint through the Home, there are other ways you can share this information including:

Call the Ministry Call the Long-Term Care Family Support and Action Line: toll-free 1-866-434-0144 between 8:30 a.m. and 7:00 p.m., 7 days a week. The person who answers the call will: <ul style="list-style-type: none">• Take down you information• Ask some questions• Give information to an inspector for follow-up Please expect to hear back within two business days.	Write to the Ministry Send a written letter, by mail to: Director Long-Term Care Inspections Branch Long-Term Care Operations Division 119 King St. W, 11 th Floor Hamilton, Ontario L8P 4Y7 You will receive a reply letter letting you know the Ministry has received the complaint and the complaint will be forwarded to an inspector who will look into the matter.
Contact the Patient Ombudsman If you have already contacted the Home directly and the Long-Term Care Family Support and Action Line (toll-free at 1-866-434-0144) and was not able to reach a satisfactory resolution, you can contact the Patient Ombudsman: <ul style="list-style-type: none">• Online at https://patientombudsman.ca/• By calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)• TTY: 416-597-5371	

Thank you for doing your part to keep our Residents safe.